



Member notice - Good Faith Estimate

As required by Indiana law, you may ask for an estimate of the amount Surest will pay or reimburse for nonemergency medical services that have been ordered for a covered individual, as well as any applicable benefit limitations. An estimate must be provided within five business days. While you can request an estimate by contacting Surest Member Services over email, chat, or by calling the contact number on the back of your ID Card, you can also see what you will owe in advance simply by using the Surest app or website.

How to see what you will owe before making an appointment.

With the Surest health plan, cost transparency is built into the design. It can be simpler than you might think. Set up your Surest account to get started. Once you have the app, you can look up various services, providers, and associated costs within the app or website. For example, search “allergy testing” and you will see different prices. Filter by zip code or see if virtual visits are available. Lower prices indicate providers evaluated as higher-value options, based on quality, efficiency, and overall effectiveness of care — providers who may help you feel better, faster. Compare costs for different providers, then choose what’s right for you.

Remember:

You are responsible for your copayment. There is no deductible and no coinsurance.

Your plan may have limits on how many visits or services the plan covers. Please check your plan documents for specific details.

Surest members access the broad, national UnitedHealthcare network of providers. A network provider is a doctor, health care professional, or facility (like a hospital) that has a contract with UnitedHealthcare to provide services and supplies at an agreed-upon rate, so you typically pay less when you stay in network. Check if your doctor is in network in the Surest app or website.

No referrals are needed to see specialists.

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